



AGENCY AIDE PROGRAM PROCEDURES
November 24th, 2003—Revised September 2009

1. The State's Agency Aide Program Manager will notify agencies of any vacancy in the agency aide program.
2. Agencies that would like to have an agency aide placed within their agency should submit a completed Job Analysis Questionnaire (JAQ), short version (Page 1, the Cover Page, Pages 4 and 5 for Principle Accountabilities and Knowledge, Skills and Abilities and Page 6, the Signature Page), to the Director of Human Resource Management (HRM), with a copy to the State's Agency Aide Program Manager, along with a cover letter outlining the agencies' reason for requesting the placement. If there is more than one request for an agency aide, then the Director of HRM will be responsible for determining the most appropriate placement.
3. The State's Agency Aide Program Manager will collaborate with the Department of Labor (DOL) and Delaware Health & Social Services (DHSS) to determine a method for obtaining qualified applicants. Before any appointment is made, the State's Agency Aide Program Manager, on behalf of the Director of the Office of Management and Budget shall advise the applicant of the availability of benefits counseling resources, which offer information or guidance on the effect of employment on public benefits including income from the Social Security Administration.
4. The applicants will be interviewed by the agency requesting the placement, and the agency will select the most appropriate candidate.
5. The agency will notify the State's Agency Aide Program Manager of their hiring decision who will then inform the referral source of the decision.
6. The State's Agency Aide Program Manager will coordinate with the Personnel Manager for the Office of Management and Budget (OMB) to place the applicant in the appropriate vacancy. The OMB Personnel Manager will coordinate all HR/Benefits/Payroll considerations with the placement agency and the OMB Division of Management Services.

7. Agencies are required to maintain accurate time and leave records and to communicate absences, docks and leave usage by the agency aide to the OMB Personnel Manager (or designee) in a timely manner.
8. The new agency aide will be subject to a twelve month probation period.
9. If the aide performs satisfactorily during the twelve month probationary period, the aide shall be referred to the State's Selective Placement Program for consideration for a regular merit job placement.
10. Should an aide be promoted into a merit position the agency may make a written request to maintain and refill the slot to the Director of HRM, with a copy to the State's Agency Aide Program Manager.
11. The agency aide may be disciplined, including up to termination, for just cause. However, the referral source and the State's Agency Aide Program Manager will be notified prior to the taking of any such action.

Requests should be sent to Jane Hahn, Agency Aide Program Manager, Office of Management and Budget/HRM, Haslet Armory, 122 William Penn St., Dover, DE 19901 or jane.hahn@state.de.us